

## SOLUTION VIGNETTES

<p><b>LINK LOGISTICS/STARBUCKS</b></p>	<p><b>CIRCLE INTERNATIONAL</b></p>
<p>Provider of perishable goods logistics services.</p>	<p>Full services global logistics service provider.</p>
<p>Every night 1500 stores were being visited by nearly a dozen suppliers of baked and other perishable goods. Each had to properly unlock the store, turn off alarms, deliver goods, leave an invoice, set alarms, and lock up.</p>	<p>International treaties govern the sale and movement of military goods and equipment from the United States to Japan. The manual forms handling, documentation, and status reporting requirements were unique, complex, and labor intensive.</p>
<p>This created security problems, massive AP burdens, and laborious ordering processes for baked goods.</p>	<p>Direct consequences were chronic arcane errors; decreasing margins, slow payment receipt, and inability to accommodate growth.</p>
<p>Collaborated to create business processes and supporting information technology which:</p> <ul style="list-style-type: none"> <li>- Reduced cost of goods sold 25%</li> <li>- Reduced nightly store entries from 12 to 1</li> <li>- Reduced corporate payables staff from 40+ to 10</li> <li>- Accelerated vendor payments from 75 to 15 days</li> </ul>	<p>Collaborated with business operations staff and executives to create automated support for materiel logistics for Japanese Defense Fund which:</p> <ul style="list-style-type: none"> <li>- Reduced JDF reporting labor 75%</li> <li>- Reduced special request turnaround from 7 days to 1</li> <li>- Reduced shipment errors 40%</li> <li>- Accelerated payment approval cycles by 30 days</li> </ul>
<p><b>JOSEPH W. CIATTI &amp; Co.</b></p>	<p><b>TRADEMARK CAPITAL SERVICES</b></p>
<p>World's largest wine brokerage.</p>	<p>Provider of high-end specialty insurance services.</p>
<p>Success and growth in a very specialized business led to offices in 8 countries with a new set of challenges. First was enabling all brokers to "see" what products are available through all the offices. Second was enabling consistent application of "best practices" regarding product sample inventory and distribution.</p>	<p>With clients comprised of mostly professional "partnerships", success created increasing administrative burdens to securely gather timely and accurate enrollment data from very busy professionals. As clients got larger, the communication challenges and administrative burden grew at a disproportionate rate.</p>
<p>The situation blocked the maximum realization of the benefits of a "unified" presence to expand sales and improve customer retention.</p>	<p>This led to delays in enrollment and realization of benefits, excessive customer support labor, and delays in compensation settlement.</p>
<p>Collaborated with members of global wine brokerage team to create a globally accessible solution to advise of product sample and bulk availability which:</p> <ul style="list-style-type: none"> <li>- Eliminated new product availability notice delay (from two days)</li> <li>- Enabled virtual warehousing of samples</li> <li>- Reduced customer service staff by 20%</li> </ul>	<p>Collaborated with Customer Service and Business Development teams to create business practices and enabling information technology that:</p> <ul style="list-style-type: none"> <li>- Promotes informed participant decisions</li> <li>- Accelerates client enrollments from 150 to 30 days</li> <li>- Simplifies enrollment application preparation</li> <li>- Eliminates errors in the enrollment process</li> </ul>

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GIANT NEW YORK BANK		INTEGRES GLOBAL LOGISTICS
Premier provider of foreign currency exchange services.		First true “virtual” integrated carrier.
Proof of concept prototype fx trade confirmation applications were adopted as “production” when evidence supported the viability of the product. As rapid growth followed the new product release, the structural rigidity of the application created acceptance obstacles for major accounts.		New but deeply experienced management arrived just as the dot-com meltdown was becoming widespread. They discovered that in spite of the time and money invested, there was little in place to support the new business model.
This put “at risk” over a half dozen global accounts (and associated revenues) just as their enthusiasm for the conceptual began to yield to production realities.		They needed more than the existing “pretty face” to convince investors to stay the course – and increase their investment in an Internet enabled enterprise. And, the need was immediate.
Collaborated with bank technical team and major account customer staff to create a flexible solution for advising major accounts of exchange confirmation status which: - Saved three major accounts - Reduced customer labor from 12 to 2 person hours per day - Reduced trade confirmation latency by six hours		Worked with the new management and operations teams to create a functional prototype technology infrastructure which: - Contributed to acquisition of investment funding - Demonstrated innovative application integration methods - Provided an architectural launch pad
LGT CAPITAL		MARINE TERMINAL CORP.
One of the world’s top investment fund managers.		Leading operator ocean container terminals.
“Batched” processes with at least 24-hour feedback characterized historical business practices, regarding foreign exchange traders. The inherent delays in the operations “systems” often resulted in elevated trade risk and unnecessary costs.		With worldwide operations, a growing business, and on-going staff changes to meet rapidly changing demands, previous methods of communication were now becoming an obstacle to change rather a contributor.
This resulted in delays to profitable implementation of automated back office services like automated trade confirmation.		Consequences included increasing HR policy enforcement risks, decreasing ability to quickly change operations, and increasing terminal operating costs.
Collaborated with client executives to design business practices and information technology to create automated internal alert messages based on foreign exchange trade status changes retrieved from Giant New York Bank. - Reduced “trader” notice of exceptions from 24 to 2 hours - Reduced exception over-night penalties by 75% - Enabled business expansion between LGT and GNYB		Collaborated with HR team to create HR related business practices and enabling information technology to publish changes in a way which: - Reduced cycle for changes from two weeks to less than two days - Enabled global access to key policies, procedures, and practices - Reduced call volume to HR by 60% in three months

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<b>EMBARCADERO SYSTEMS CORP.</b>		<b>KAISER PERMANENTE HEALTHCARE</b>
<p>Leading provider of information technology to operators of public marine terminals (containership terminals).</p>		<p>Leading provider of a broad range of healthcare services.</p>
<p>The relationship tension between terminal operating companies and their local labor pools have increased as automation and mechanization has increased. As more and more jobs become cross-functional the traditional clarity of roles and union labor has become more fungible has decreased.</p>		<p>Massive changes in the regulatory and labor relations environment has led to increasing requirement for medical professional to participate in “performance based development (training)”. The assessment processes required (volume, frequency, and complexity) was driving costs up as market pressures were driving prices down.</p>
<p>These developments have led to conflict over job description staffing requirements and labor representation resulting in work stoppages and slowdowns.</p>		<p>This created pressure to find ways to simultaneously improve the quality of assessments and reduce their cost.</p>
<p>Collaborated with product management, development and client operations teams to create automation-supported knowledge transfer tools that supported role based views of “training” materials which:</p> <ul style="list-style-type: none"> <li>- Preserved job separation between union and exempt staff</li> <li>- Slowed headcount growth for training at terminals</li> <li>- Improved the yield at implemented locations</li> </ul>		<p>Collaborated with assessment consultants, assessment team, and management to produce a performance based assessment support solution which:</p> <ul style="list-style-type: none"> <li>- Reduced assessment preparation time from 4 hours to 40 minutes</li> <li>- Improved peer review ratings by 30%</li> <li>- Created the first opportunity for assessor/assessed performance correlation analysis</li> </ul>
<b>U.S. FLEET LEASING</b>		<b>PACIFIC CARTAGE &amp; WAREHOUSING</b>
<p>Third largest lessor of automobiles in fleets.</p>		<p>Independent logistics firm servicing industry giants like HP and Tandy.</p>
<p>Monthly major account statements/invoices could amount to several boxes of “green bar” computer paper. So, when client staff needed answers to research questions, rather than look through those boxes, they called Customer Service – to get them to pour through their boxes of paper.</p>		<p>Winning a new large distribution contract with one of the largest consumer electronics companies came with the requirement for electronic interactions through EDI. There was no in-house expertise with either EDI or the barcode scanners needed to make the process workable.</p>
<p>This resulted in cost escalation increasing disproportionately with business growth eroding margins especially on major accounts.</p>		<p>This resulted in a requirement to quickly meet a new technology challenge at an acceptable cost-point to assure profitability.</p>
<p>Collaborated with Customer Service team to create information technology which:</p> <ul style="list-style-type: none"> <li>- Accelerated resolution of major account billing inquiries by 80%</li> <li>- Improved accuracy of resolutions by 45%</li> <li>- Created inquiry activity tracking by client and CSR</li> </ul>		<p>Collaborated with client business development, IT, and operations to quickly implement new business processes and supporting information technology which:</p> <ul style="list-style-type: none"> <li>- Supported EDIFACT EDI without a VAN</li> <li>- Enabled pre-loaded scanners to give immediate item confirmation</li> <li>- Reduced shipper feedback cycle time by 24 hours</li> <li>- Enabled OS&amp;D determination at truck off-load.</li> </ul>

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<p><b>[NAME WITHHELD BY REQUEST]</b></p>		<p><b>CENTRAL GARDEN &amp; PET SUPPLY</b></p>
<p>Global logistics services provider.</p>		<p>Leading N. Amer. distributor of garden and pet supplies.</p>
<p>Increasing competition for major accounts, merger related confusion, and lack of integrated applications caused several major accounts to threaten to go elsewhere for logistics services.</p>		<p>As Wal-Mart grew, the company off-loaded many "store shelf management" responsibilities to the vendors that supplied the stocked products. At the same great pressure was being exerted to drop prices.</p>
<p>This created a situation that called for rapid implementation of a "unique high visibility and value" resource that could meet major account executive's demand for contextual performance information.</p>		<p>This situation created "margin squeeze" on a major scale that could only be met with better answers to questions related to – How much of what do we need where?</p>
<p>Collaborated with client executives and major account team to create "Shipment" and "US Customs" specific solutions which:</p> <ul style="list-style-type: none"> <li>- Enhanced major account retention</li> <li>- Provided real-time visibility of volume, velocity, quality, and cost for shipping and customs brokerage services</li> <li>- Supported major account expansion</li> </ul>		<p>DirectAccess enabled field sales management to get near real-time information about their product sell-through at all Wal-Mart stores served in North America which:</p> <ul style="list-style-type: none"> <li>- Enabled reduced distribution inventories</li> <li>- Improved product availability in stores</li> <li>- Strengthened relationship with Wal-Mart</li> </ul>
<p><b>HOCKEYWEB.COM</b></p>		<p><b>INTERWORKS SOFTWARE, INC.</b></p>
<p>The first web based hockey league management product.</p>		<p>Custom software development firm with 12 year history.</p>
<p>Recreational hockey, both ice and roller, continue to increase in popularity. The administrative, volunteer, and financial burdens continue to grow as well. Disparate spreadsheets and databases maintained by volunteers isolated access and led to confusion, conflict, and frustration among those that really need most to work together.</p>		<p>Solution development projects encompass business practices, enabling technology, and new processes coincident with implementation. Especially during implementation, issues arise that may be addressed by any of the parties to the engagement. This has been historically dealt with by each person keeping a "to do" list – this diversity is the seed of conflict.</p>
<p>This created a situation that called for utilizing the Internet as a vehicle for the cost effective way to address these challenges.</p>		<p>This situation has often resulted in misunderstandings, damaged trust, and fear that important items will "fall between the cracks".</p>
<p>Collaborated with hockey league operators, volunteers, and participants (players, coaches, and officials) to create a unique product which:</p> <ul style="list-style-type: none"> <li>- Simplifies record keeping and status reporting</li> <li>- Streamlines communications between everyone involved</li> <li>- Enhances fund raising efforts and team visibility</li> <li>- Accelerates access to stats, schedules, profiles, and bulletin boards</li> </ul>		<p>Collaborated with clients, project co-consultants, and internal staff to create an Action Item Reporting System which:</p> <ul style="list-style-type: none"> <li>- Becomes the punch list of record for all project parties</li> <li>- Provides anywhere, anytime access to all items and their status</li> <li>- Automatically sends email notices of item creation of change</li> <li>- Enables convenient reporting for use in status meetings, etc.</li> </ul>